



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending June 30, 2008

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.62	4.07	4.95	4.21
B. Operator Answer Time - Information [730.510(a)(1)]	4.95	2.31	1.58	2.95
C. Repair Office Answer Time [730.510(b)(1)]	19.00	20.00	18.00	19.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	20.00	39.00	39.00	32.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.49	1.20	2.97	1.89
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	12.50%	17.72%	13.41%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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